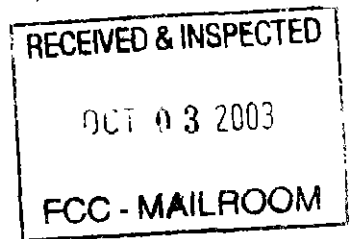


Confirmed

September 25, 2003

SEP 25 2003

Marlene H. Dortch  
Office of the Secretary  
Room TW-A325  
Federal Communications Commission  
445 Twelfth Street SW  
Washington DC 20554  
Docket 98-67 Petition for Cap Tel Relay Service



Ms. Dortch:

When I learned about the new CapTel phone service, I was so thrilled because it will be a great benefit for me. However, after I did some research I discovered it is not available in Ohio. I am disappointed because even though I am deaf, I have understandable speech.

When I use the Relay Service, I'm sometimes get hang up on when the Relay introduces the service to the person or company I am calling. With the CapTel phone service, no one will know I am using assistance to make my call and will only hear my voice. With that process, the person answering the phone will not hang up on me with the thought that it is a telemarketing or prank call.

I am hoping CapTel phone service will soon be available for the Ohio deaf customers.

*Maria A. Rivera*

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Cc:

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21